

Melissa Thomas
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(463) 332-6490

Qualifications

Highly motivated college graduate consistently using customer service skills to accomplish tasks in a timely manner. Able to utilize Microsoft Word, Excel and PowerPoint to document and track work accomplishments. Strong communication, interaction and relationship building skills acquired through work experience and school activities.

Education

Bachelor of Arts, 2005, Florida State University, Tallahassee, FL

Major: Sociology

Minor: Psychology

Relevant Courses:

Psychology

Psychology of Women

Child and Adolescent Psychology

Abnormal Psychology

Clinical and Counseling Psychology

Sociology

Sociological Theory

Methods of Sociologic Research

Social Statistics

Experience

8/2004-4/2005 **Server/Shift Leader** Garfield's Tallahassee, FL

- Provided customers with friendly, prompt service.
- Adopted selling techniques to recommend nightly specials.
- Utilized computer to run end-shift reports and balance cash.
- Cleaned, organized, and stocked restaurant.

9/2000-7/2003 **Hostess** Chili's Tallahassee, FL

- Accompanied guests to table.
- Ensured pleasant dining experience by fulfilling customer needs and facility cleanliness.